### Themes
- Use of technological applications as a key strategy to increase access and accuracy
- Improve communications with the public, students, faculty, and others in the College community.
- Need to develop a more hospitable, customer-service response and increased professional development
- Clarification of policies, procedures, and processes to alleviate frustration and disillusionment such as that produced through inaccurate or inaccessible information
- Need to improve staff morale through increased recognition and reward

### Priorities
- Promotion of the development and delivery of a “Student First” philosophy
- Cultivation of a Student Development Team with a strong voice at the institution
- Development of a partnership with Academic Affairs, campus deans, students
- Inclusion of student input in planning services and programs
- Improvement and expansion of technological applications
- Development and implementation of a staff development plan

### Strategies to Facilitate Priorities
- Articulate the Division’s philosophy, vision, and goals
- Review Student Development policies and procedures.
- Expand the partnership with academics affairs and students through joint planning.
- Improve the use of technology through the development of an infrastructure.
- Increase staff efficiency, productivity, and morale through the implementation of a comprehensive training and development program